

SCCLD County Librarian Report

November 2020

Lobby Services Available

Expanding In-person Services

- All seven community libraries are offering lobby self-service
- Pick up holds, browse a limited collection of new books, movies and bestsellers, use the new self-check machines for contactless service
- Grade based and genre focused book bundles available
- Lobby hours vary by location and differ from curbside hours. [Scclid.org/curbside](https://scclid.org/curbside)
- Social distancing guidelines:
 - Limited to 10 minutes
 - Wear a face covering to enter
 - Maintain 6 ft distance from others
 - Use hand sanitizer



Every Vote Counts

- All SCCLD libraries offer ballot drop boxes (Cupertino is in front of City Hall)
- Milpitas Library and the Services and Support Center are voting centers Sat-Tue, Oct 31-Nov 3



Key Services Offered by SCCLD

Mar-May	Jun-Aug	Sep-Nov
Reference and Account services via phone/chat/email M-Sa		
Virtual programs for all ages M-Sa		
Official cooling center	Official cooling/clean air center	
County Disaster Service Workers/ Contact Tracers		
Website redesign to make digital content/events easily accessible		
Deploy new phone system and laptops for telework		
	Curbside service (drive up, walk up, returns) M-Sa	Lobby service plus curbside service M-Sa
	Free public WiFi in parking lots	
	Career Online High School	
	Official cooling/clean air center	
	Emergency Evacuation Resource Center	
		Computer access M-Sa
		Homework help free tutoring M-Th
		Voter ballot drop off location/SSC Voting center



October by the Numbers



3,733 curbside appointments



286,903 physical items checked out and
286,680 items returned



73 virtual programs; 2,266 live views &
over 3,749 total views



125,106 eBooks circulated

Words of Appreciation

"First off just a huge, huge thank you for keeping our family sane with curbside pickup! We use Campbell most often and getting new books every week have been a bright spot in our week...Our family is continuing to be very careful even though things are opening up so I hope that curbside service will still be available for the duration of the pandemic. Again thank you for all you have done and are doing! You are heroes to us."

"I have never experienced the "book bundle" idea before, and saw a sign at Los Altos library advertising it. I just picked one up for my kids, and we just love the surprise of a preselected bundle! I am not sure if this always existed, but it's a great idea to cut down on the overwhelm I feel as a parent trying to choose a few books for the kids. We love being given a pre-chosen bundle! It makes me check out books that I wouldn't have considered. Please keep these going, post-covid too! Thank you!"

"Kudos!! Top marks!! Your website for dealing with book and CD-music pickups during this covid-19 lockdown deserves top marks. Kudos to all responsible for setting this up. Very good job and thank you!!"

"...Please tell all at SCCLD how much they are appreciated for ALL they do and are doing both "before" and during this ever changing COVID time. One "take away" of many that we all are learning is how much we love and appreciate our libraries. As a retired H.S. teacher and life-long lover of libraries it felt so sad to see all libraries shuttered for a time. Happily through careful, clever, dedicated staff they are reopening with adaptive, safe methods to help their patrons utilize libraries as much as is safely possible again. Again many thanks for your responsive, enthusiastic, knowledgeable and cheerful insights and service."